

Serial No. 10/015,382
 Atty Docket AUS920010827US1

To: Rasha Al Aubaidi— Fax # 703-746-6224

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of Michael Wayne Brown, et al. Serial No.: 10/015,382 Confirmation Number: 2851 Filed: 12/12/2001 Title: CONTROLLING HOLD QUEUE POSITION ADJUSTMENT	: Before the Examiner: : Rasha Al Aubaidi : Group Art Unit: 2642 : Intellectual Property Law Department : International Business Machines Corp. : 11400 Burnet Road : Austin, Texas 78758
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Applicant Initiated Interview Request Form

Status of Application: Oral Election of claims 1-27, 40-41 on June 28, 2004; first office action received July 7, 2004.

Tentative Participants: (1) Applicants' representative - Amy J. Pattillo (2) Examiner Rasha Al Aubaidi (3) Examiner Ahmad Matar

Proposed Date of Interview: September 23, 2004; 3PM EST

Type of Interview: Telephonic

Exhibits to be shown or demonstrated: None

Issues to be Discussed with Short Description of Argument to be Presented:

(1) During the phone interview on 6/28/2004, Examiner Al Aubaidi said she had a suggestion of an amendment to the claims to distinguish claim 1 from the prior art. Applicants representative would like to discuss the Examiner's suggestion.

(2) Claim 8 – The Examiner rejects claim 8 on the same grounds as claim 1, however, the rejection of claim 1 does not contain a reference to any of the elements taught in claim 8. In particular, claim 8 reads:

8. The method for caller position management within a hold queue according to claim 1, wherein said detecting an advancement token further comprises:

detecting said advancement token earned by a caller by participating in at least one from among a competition, a survey, and a redemption of membership points.

(3) Claim 1 – Applicants respectfully note that there is not motivation in the prior art references or knowledge in the art to combine Biorge in view of Walker. Biorge

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is a transactional based system that does not suggest combination with a telephony based system. In addition, the references do not suggest that transaction based incentives could be applied to an on hold system for adjustments in on hold position.

Respectfully submitted,



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On September 22, 2004